FIGURE 1



Information Technology Process Model

Group A1

Group A2

Group A3

Group A4

Group A5

Group A6

Group A7

Group A8

Satisfy Customer Relationships

Manage Enterprise IT Management System

Manage IT Business Value

Realize Solutions

Deploy Solutions

Deliver Operational Services

Support IT Services and Solutions

Manage IT Assets and Infrastructure

# FIGURE 2

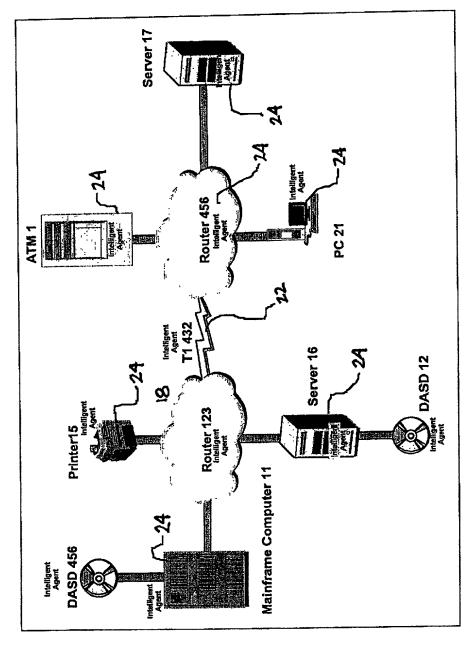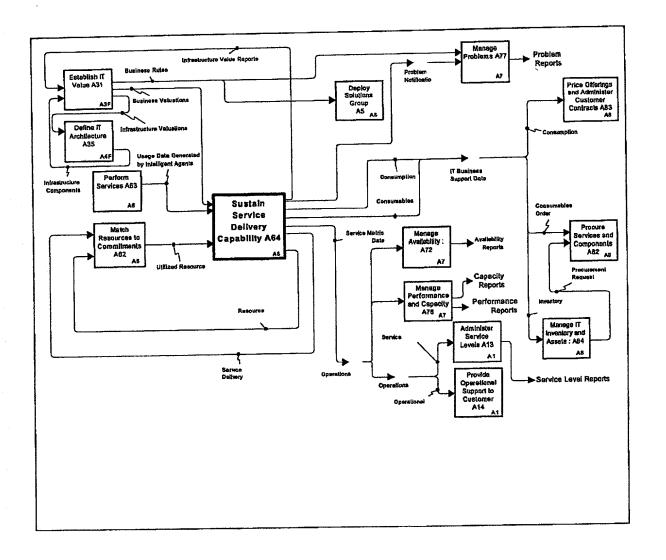| | e-Mail | ATM | Wire Transfer | Billing | Catalog | Billing | Component Value (sum of x's) |
|---|---|---|---|---|---|---|---|
| Mainframe | X | x | | x | x | x | $ |
| Server 1 | X | | | | | | $ |
| Server 2 | | X | X | | | X | $ |
| Router 123 | | X | X | | | | $ |
| Router 456 | X | | | X | | | $ |
| PC 12345 | X | | X | | X | | $ |
| ATM 1 | | X | | | | | $ |
| DASD 123 | X | | | | | | $ |
| T1 432 | | | X | X | | | $ |
| Printer15 | | | | X | | X | $ |
| Service Value | $.15 each | $1.50 each | 1% of total transfer | $.20 each | Total Revenue | $1.50 | |

# FIGURE 3

# FIGURE 4

| Transaction Type | Value per transaction | Number of Transactions | Total Value |
|---|---|---|---|
| ATM | $1.50 | 5,000 | $7,500.00 |
| e-mail | $0.15 | 40,000 | $6,000.00 |
| Wire Transfer #1 | $20,000.00 | 1 | $200.00 |
| Wire Transfer #2 | $1,500,000.00 | 1 | $1,500.00 |
| Catalog Order | $372.86 | 1 | $372.86 |
| On-time billing | $1.50 | 7,000 | $10,500.00 |
| Total Infrastructure | | | $26,072.86 |

FIG.5